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SDWIS AND INTERFACE

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SDWIS is an application developed by contractors for the EPA and provided to the states by the EPA. The database tracks all the components of a drinking water facility. It maintains demographic information about the population served. It determines monitoring schedules based on contaminates and size of the population served. It receives information on all samples taken and determines compliance with the program standards. It also keeps track of compliance activities for each facility.

This product description further defines the specific applications used update and report SDWIS information.

The hours of support required for SDWIS and Interface are listed below.

Application	Support Hours	Days of Week
SDWIS and Interfaces	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends Hosting, Database, Security and WAN Network support - 24 x 7.	Monday - Friday Sunday - Saturday

Product Features and Descriptions

Feature	Description
SDWIS Interfaces	Allows data updates from various systems that perform Drinking Water maintenance/testing. These include

LabToState	This application was written by an EPA contractor. This software uses XML and is for sampling of Drinking Water Systems. This also includes a utility application to electronically transfer data between laboratories and the safe drinking water program (SDWIS).
Electronic Sanitary Survey (ESS)	This application is a mobile application for the collection of drinking water sanitary survey data in the field. It was developed by an EPA contractor. Data is gathered, through various utility programs, onto PDA's and then uploaded to a drinking water database for analysis and compliance verification.
FedRep	This application was developed by EPA contractors for use by States. Drinking Water programs are required to report certain activities or events to EPA. This application extracts the required information from SDWIS, formats it and puts it in XML form to be reported to EPA

Features Not Included

Feature	Explanation
User Training	DTS support does not include user training or training manuals. This service is provided by the vendor as required.
Application Help Desk	DTS support does not include a front-line application help desk. Application questions are first directed to assigned agency staff.

Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	Refer to DTS Rate for Application Maintenance
Contract Staff	Supplemental staff hired from the private sector assigned to DEQ.	Actual cost
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	Refer to DTS Rate for Hosting Support

Ordering and Provisioning

DEQ will determine what work is actually performed using the priority process applicable to each business unit or group. SDWIS Interface users and/or DTS support personnel report application bugs and desired enhancements verbally or via email.

DTS Responsibilities

Select the technologies used for each application and the best method for applying those technologies to meet the agency's needs.

Identify technical requirements and ensure resources are available. Ensure potential expenditures are identified early in the release process.

Perform the first round of testing.

Coordinate testing by the users

Submit request to Change Management after final approval given by the customer.

Prepare application for production release.

Agency Responsibilities

Define business requirements for any requested changes to an application.

Use the agreed-upon service request process and applicable tool to document application bugs and enhancement requests. Provide as much detail as needed for DTS to duplicate the reported problem or understand the desired enhancement.

Work cooperatively with DTS staff when setting priorities and working on releases.

Perform Acceptance Testing of each release, paying particular attention to bug fixes and requested enhancements that have been assigned to the release. Maintain test scripts and run regression tests on each release.

Evaluate the quality of each release and give final approval to deploy the release.

Provide application help desk support to all staff that use DEQ applications. Escalate problems to DTS staff when required.

Update training manuals to reflect changes being made to the application. Train users as needed.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution

- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
SDWIS Interfaces (7-5:30, Mon-Fri)	99%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied